

Service Form



Please fill out completely!

ekey biometric systems GmbH
RMA Dept.
Lunzerstraße 89
4030 LINZ
AUSTRIA

Please pay attention to the following notes:

Austria and International Sales: +43 732 890 500 - 0
Email: support@ekey.net
Office hours: Mon-Thu: 8:00 AM-4:00 PM,
Fri: 8:00 AM-1:00 PM

Switzerland: +41 71 560 54 84
Email: supportschweiz@ekey.net
Office hours: Mon-Thu: 8:00 AM-11:45 AM,
1:45 PM-5:00 PM
Fri: 8:00 AM-11:45 AM

Your SUP No. (ref. to support email)

Please return send parcels only with postage paid.
Carriage forwarded to ekey will be invoiced to the party dispatching the goods.

Consignor (Invoice recipient)		Delivery address (if not identical to the consignor)				
Last name, First name		Last name, First name				
Company (optional)		Company (optional)				
Street		Street				
ZIP Code, City, Country		ZIP Code, City, Country				
Phone		Phone				
Email		Email				
VAT No. (required for companies!)		Manufacturer of		Door	Door station	Other
		Name of manufacturer				

Qty.	Part No./Serial No.	Item description

When returning any "ekey home/multi" devices, always return finger scanner and control panel.
When sending door lock actuators, always include the QR code cards.

Describe the observed problem as precisely as possible. "Defective" or "Return for repair" is not sufficient!

Should an update appropriate to the state of the hardware be carried out?

Yes No

What type of current is used? **AC** (alternating current) **DC** (direct current)

When does the error occur?

Always Occasionally While booting
After _____ minutes of operation During commissioning Other
After _____ months of operation Depends on temperature

Do you request a repair for a fee, if the defect is not covered by our warranty terms?

(See items 6. and 7. of the General Service Terms) Yes No

Send this service form along with a proof of purchase (i.e. invoice) together with your defective product!

Place, Date _____

Signature _____

When returning goods, please note the following:

1. General service terms

By sending us the goods, you accept our General service terms as well as our Terms of Business.

2. Packing

Goods must be packed adequately for shipping. Improper packing may compromise warranty claims. Indeed, the warranty claim is rendered void in case of resulting damages.

3. Return shipment of battery-powered devices

Please read the notices under "Battery" at

<https://www.ekey-uno.net/en/faq-find-the-right-answer-to-your-question-quickly/>.

4. Transport costs

The sender bears the expenses for the shipment to ekey. We will bill the sender for the costs of parcels sent to us freight collect. ekey bears the expenses for the return shipment of the goods.

5. Failure description

We reserve the right to carry out a malfunction diagnosis subject to costs for goods coming in without any detailed failure description ("defective" or "for repair" do not suffice).

6. Handling flat rate

We will charge a flat-rate handling fee of EUR 40.60 (excl. VAT) in case of nonacceptance of the cost estimate (no repair is commissioned) as well as in case of unjustified complaints (no identifiable defect). If we do not receive any reply—even after a one time reminder—to our cost estimate, we will ship back the goods unchanged and charge a flat rate handling fee of EUR 40.60 (excl. VAT).

7. Repairs

Repairs will only be carried out if the customer confirms in writing or by telephone. We will provide you with a cost estimate beforehand.

Our service invoice lists all costs transparently, breaking them down for standard repairs into flat rate analysis, material costs and flat rate repair.

8. Guarantee conditions

Our warranty is a bring-in service and not an on-site service. Parts subject to wear and tear, such as terminal strips, etc. are not included in the warranty. Moreover, defects caused by transport damages, improper handling, repair attempts, mechanical damages, and use of improper consumables are excluded from the warranty claim. Defects caused by improper installation or misuse, overvoltage (e.g. lightning), etc., are also excluded from the warranty claim.

9. Data loss

Data may get lost when the device is manipulated, for instance during a repair and/or an update. We assume no liability for data loss.

10. Delivery and payment conditions

Our Terms of Business apply as valid at the date of purchase.

11. 3-YEAR QUALITY GUARANTEE

ekey biometric systems GmbH guarantees all ekey products for a period of 36 months from date of purchase covering all material and manufacturing defects. This warranty is only valid in the country where the product was purchased.

12. Delivery of goods from non-EU countries

In the case of shipments from countries outside the territory of the European Union, e.g. Switzerland, the USA or Japan, any customs duties are to be paid by the sender.